

## RE: IIE stopped unexpectedly

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Hello,

We would need to look at crash dumps to find out why this issue occurred.

If you already have C:\Documents and Settings\All

Users\Documents\DrWatson\user.dmp from when the issue occurred then that

will tell us what caused the crash. If this file wasn't created then you

can download the debugging tools from

[http://www.microsoft.com/downloads/details.aspx?FamilyID=01c4f89d-cc68-42ba-](http://www.microsoft.com/downloads/details.aspx?FamilyID=01c4f89d-cc68-42ba-98d2-0c580437efcf&DisplayLang=en)

98d2-0c580437efcf&DisplayLang=en and run it in crash mode. You can create a

case with PSS for dump reviewal and if the issue is a known issue with a

Microsoft product you will be refunded for this case. If it appears that the

issue is because of a 3rd party product you will be given enough

information to approach them for a solution.

Thanks,

Yogita Manghnani

Microsoft Developer Support

Internet Information Server

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